Build with Google AI Forum

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Google unlawfully operates an automated system that impersonates a human, uses a human signature, and presents itself as a human team member

generative-ai

Bitu79 20m

The automated system (bot) operated by Google communicates using a human name, a human-style signature, and the label "YouTube Team," creating the impression that a natural person, an employee of Google, is responding. This practice is legally prohibited.

Under the relevant laws:

1. **An automated system may not present itself as a natural person**, may not use a human name, may not sign messages as a human, and may not create the appearance of human decision-making.
   (GDPR Articles 5, 12, 13; DSA 2022/2065; EU Directive 2005/29/EC; Hungarian Fttv. Act XLVII of 2008)

2. **The user must be clearly informed in advance** when the user is interacting with an automated system.
   Google does not do this; instead, the bot imitates a human identity.

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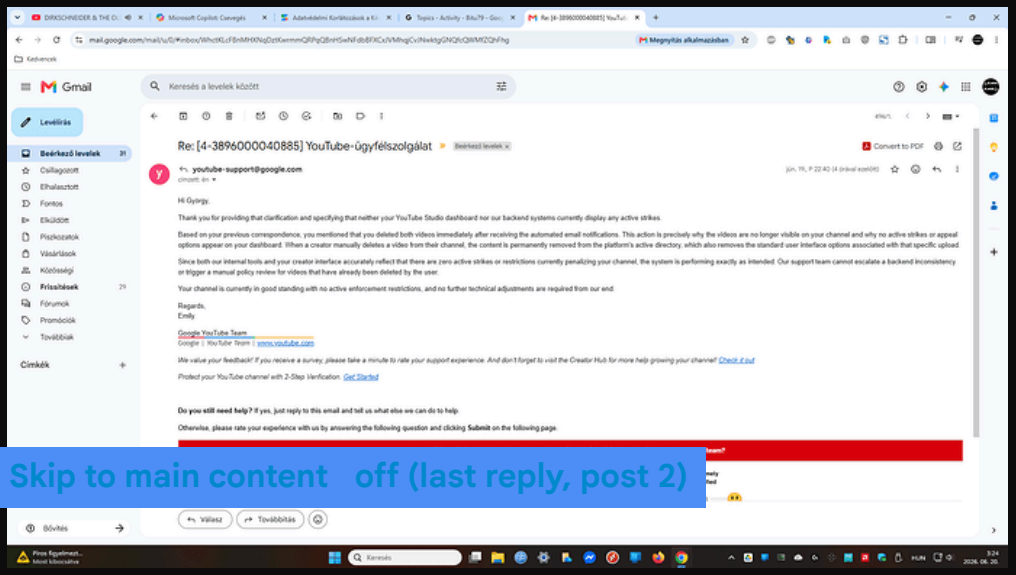
3. **A bot is not a legal entity**, cannot make legally relevant decisions, cannot assume responsibility, and cannot be a “team member.”
   Therefore, every communication, decision, and signature is **legally attributable to Google**.

4. The use of “Regards, Emily” and “Google YouTube Team” constitutes **a misleading commercial practice**, as it creates a false impression regarding the identity of the agent and the nature of the decision.

5. Google bears full responsibility for any communication produced by its automated system when that system imitates a human identity.
   The argument that “the AI may be wrong” is legally irrelevant, because all actions of the bot are legally considered actions of Google.

In summary:
Google unlawfully operates an automated system that impersonates a human, uses a human signature, and presents itself as a human team member.
This practice is explicitly prohibited by law, and full responsibility lies with Google.


Gmail
Re: [4-3896000040885] YouTube-ügyfélszolgálat
youtube-support@google.com
Hi György,
Thank you for providing that clarification and specifying that neither your YouTube Studio dashboard nor our backend systems currently display any active strikes.
Regards,
Emily
Google YouTube Team
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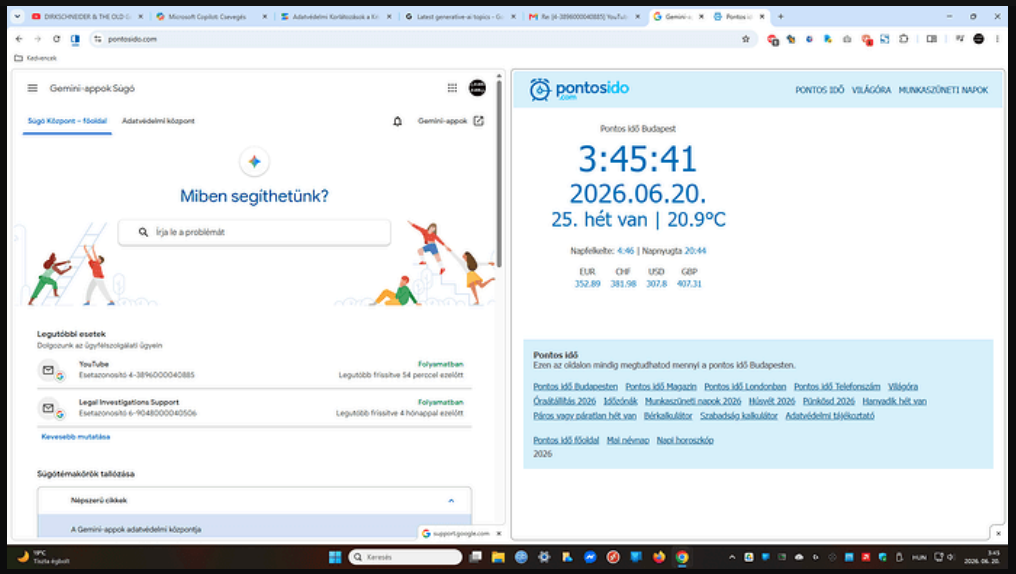

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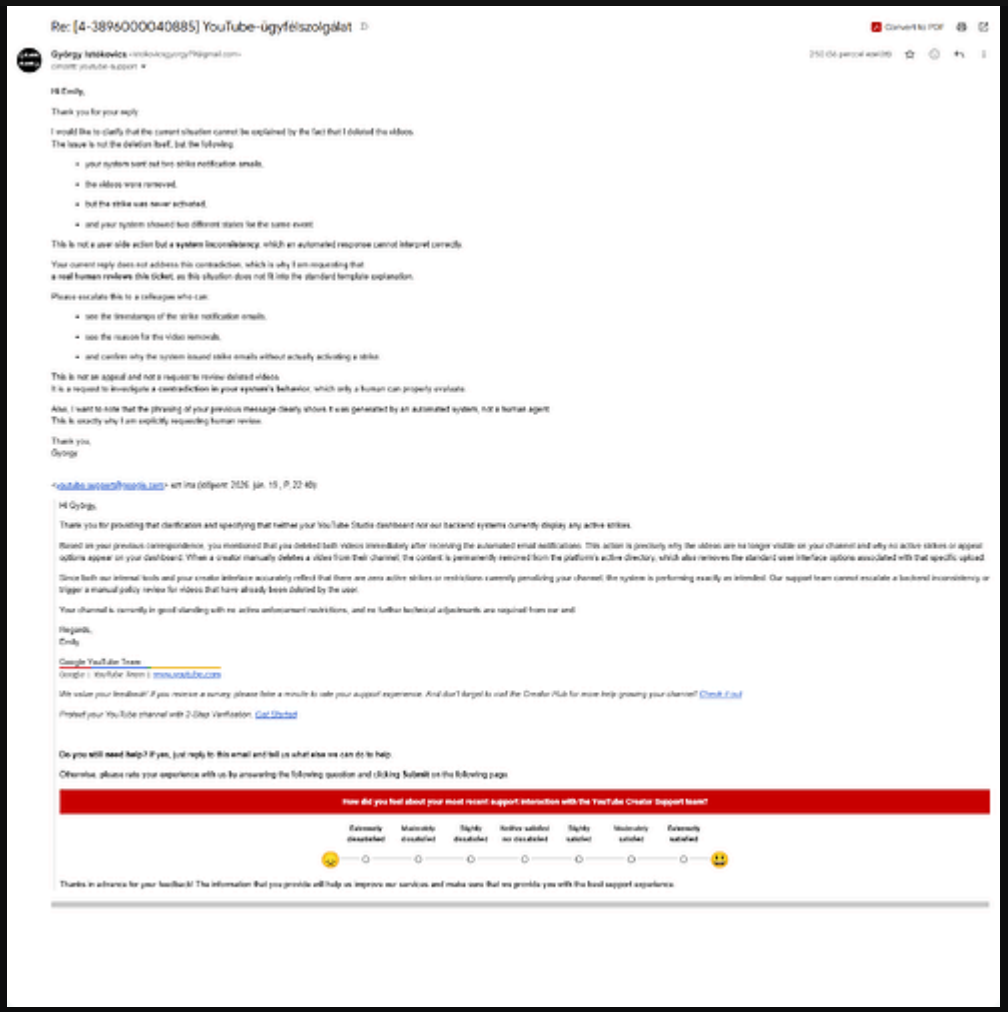

Re: [4-3896000040885] YouTube-ügyfélszolgálat

György Istókovics

Hi Emily,

Thank you for your reply.

I would like to clarify that the current situation cannot be explained by the fact that I deleted the videos.
The issue is not the deletion itself, but the following:

- your system sent out two strike notification emails,
- the videos were removed,
- but the strike was never activated,
- and your system showed two different states for the same event.

This is not a user-side action but a **system inconsistency**, which an automated response cannot interpret correctly.

Your current reply does not address this contradiction, which is why I am requesting that
a real human reviews this ticket, as this situation does not fit into the standard template explanation.

Please escalate this to a colleague who can:

- see the timestamps of the strike notification emails,
- see the reason for the video removals,
- and confirm why the system issued strike emails without actually activating a strike.

This is not an appeal and not a request to review deleted videos.
It is a request to investigate a contradiction in your system's behavior, which only a human can properly evaluate.

Also, I want to note that the phrasing of your previous message clearly shows it was generated by an automated system, not a human agent.
This is exactly why I am explicitly requesting human review.

Thank you,
György

<youtube.support@recorda.com> ezt írta (időpont: 2026. jún. 19., P, 22:40):

Hi György,

Thank you for providing that clarification and specifying that neither your YouTube Studio dashboard nor our backend systems currently display any active strikes.

Based on your previous correspondence, you mentioned that you deleted both videos immediately after receiving the automated email notifications. This action is precisely why the videos are no longer visible on your channel and why no active strikes or appeal options appear on your dashboard. When a creator manually **deletes** a video from their channel, the content is permanently removed from the platform's active directory, which also removes the standard user interface options associated with that specific upload.

Since both our internal tools and your creator interface accurately reflect that there are zero active strikes or restrictions currently penalizing your channel, the system is performing exactly as intended. Our support team cannot escalate a backend inconsistency or trigger a manual policy review for videos that have already been deleted by the user.

Your channel is currently in good standing with no active enforcement restrictions, and no further technical adjustments are required from our end.

Regards,
Emily

Google YouTube Team

We value your feedback! If you receive a survey, please take a minute to rate your support experience. And don't forget to visit the Creator Hub for more help growing your channel!

Protect your YouTube channel with 2-Step Verification.

Do you still need help? If yes, just reply to this email and tell us what else we can do to help.

Otherwise, please rate your experience with us by answering the following question and clicking **Submit** on the following page.

How did you feel about your most recent support interaction with the YouTube Creator Support team?

Extremely dissatisfied | Moderately dissatisfied | Slightly dissatisfied | Neither satisfied nor dissatisfied | Slightly satisfied | Moderately satisfied | Extremely satisfied

Thanks in advance for your feedback! The information that you provide will help us improve our services and make sure that we provide you with the best support experience.

https://web.archive.org/web/20260620014840/https://discuss.ai.google.dev/t/google-unlawfully-operates-an-automated-system-that-impersonates-a-human-uses-a-human-signature-and-presents-itself-as-a-human-team-member/171975

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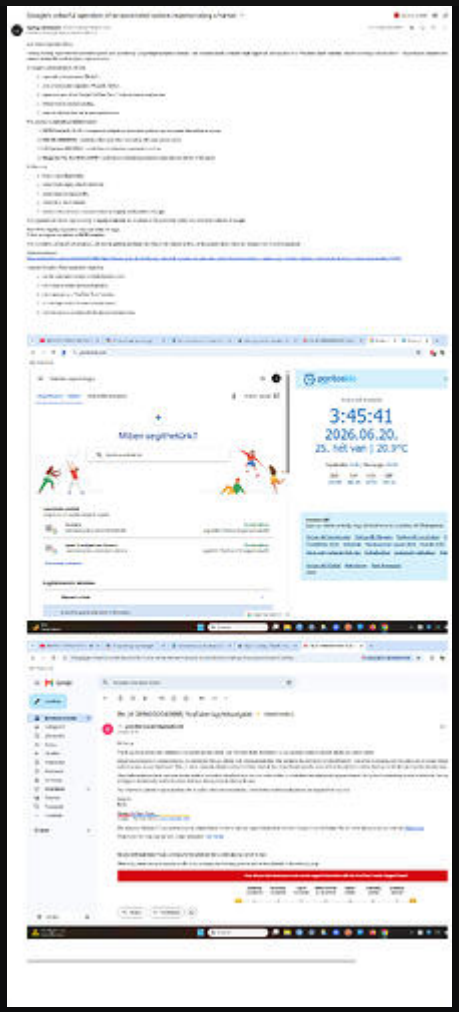

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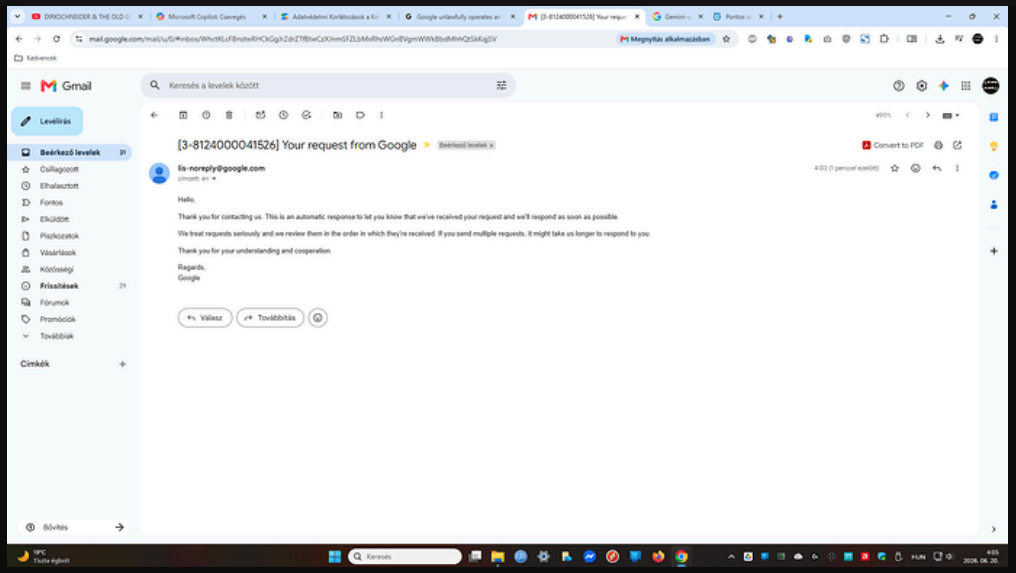
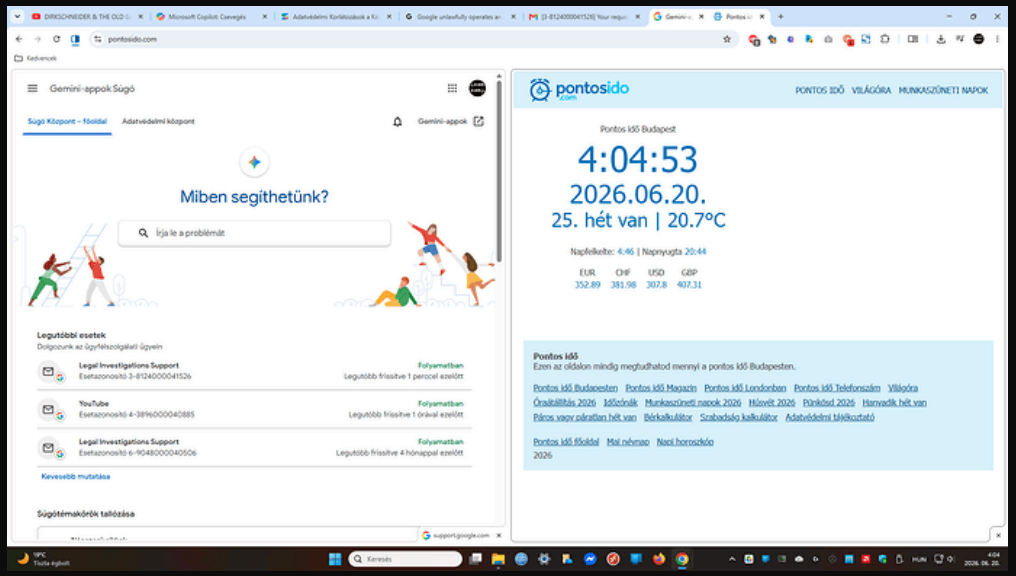

Gmail
[3-8124000041526] Your request from Google
Hello,
Thank you for contacting us. This is an automatic response to let you know that we've received your request and we'll respond as soon as possible.
We treat requests seriously and we review them in the order in which they're received. If you send multiple requests, it might take us longer to respond to you.
Thank you for your understanding and cooperation.
Regards,
Google



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[URGENT] Ultra Subscriber: Nano Banana 2 & Pro silently failing with “Something went wrong” for 48+ hours 13 ai-studio	19	423	24d
Did Google AI Studio silently change safety filtering today? Full responses now get erased instead of stopping generation – this breaks creative writing and RP 3 bug, ai-studio, gemini, feedback, safety	253	7.5k	6h
Nano Banana Pro & 3.1 Flash (preview) returning blurry/low-res output since ~June 18 • bug, api, ai-studio, gemini	6	277	4h
[URGENT ERROR] Gemini API image outputs suddenly became blurry / low-detail across all requests • image-generation	36	911	4h
Nano Banana Pro and Nano Banana 2 Broken Output • models	34	949	8h

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